

HIP WORK INSTRUCTIONS


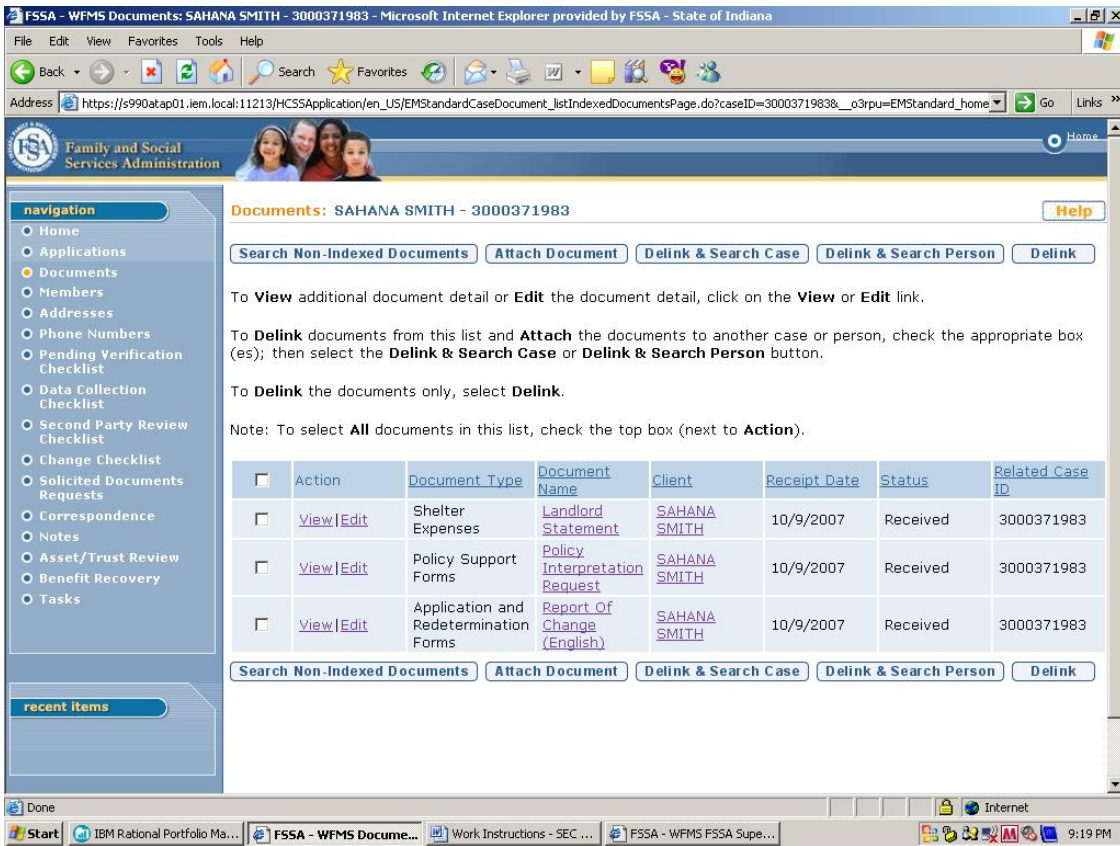
TABLE of CONTENTS

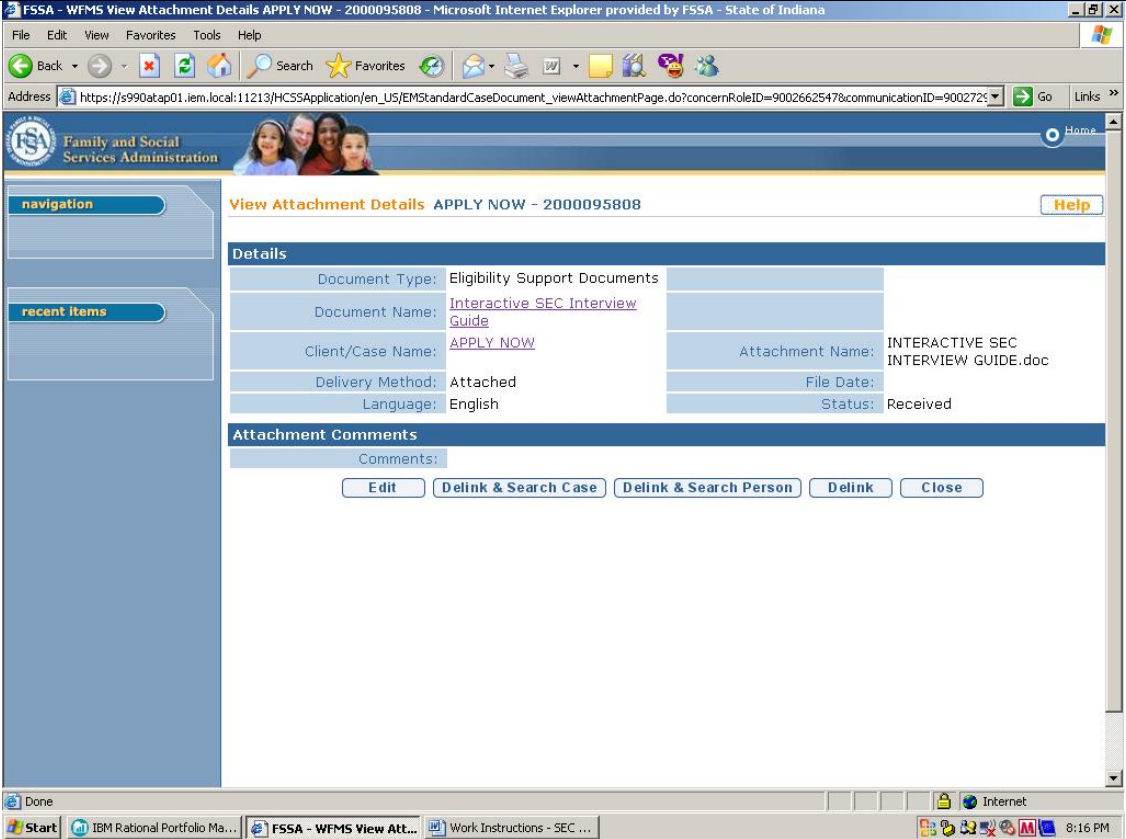
1.0 STATE REVIEW AND ELIGIBILITY DETERMINATION (USER GENERATED)	2
2.0 STATE REVIEW AND ELIGIBILITY DETERMINATION (SYSTEM GENERATED)	12
3.0 FIAT AUTHORIZATION NEEDED	24
4.0 STATE REVIEW OF HIP NON-QUALIFYING EVENT	30
5.0 ALERT 800-801 OR 803 SEND AG MANUAL CLIENT NOTICE.....	32
6.0 POTENTIALLY HIGH-RISK HIP APPLICANT	35

1.0 State Review and Eligibility Determination (User Generated)

When an action for review and eligibility determination is determined as necessary by a non-state coalition individual (ACS) the SEC will receive a user generated “**State Review and Eligibility Determination**” task.

Step	State Review and Eligibility Determination						
1.	<p>From the <i>User Home Page</i>, under the <i>My Tasks</i> cluster, view the <i>Task Subject</i> and click on the <i>Task ID</i>.</p> <table><tr><td>9000071428</td><td>APPLY NOW</td><td>1036 - State Review and Eligibility Determination - ADCR #01, FS #01, MA C #01, MA X #01</td><td>Parked</td><td>High</td><td>2/20/2008 18:00</td></tr></table> <p>The WFMS will navigate to the <i>Task Home</i>.</p>	9000071428	APPLY NOW	1036 - State Review and Eligibility Determination - ADCR #01, FS #01, MA C #01, MA X #01	Parked	High	2/20/2008 18:00
9000071428	APPLY NOW	1036 - State Review and Eligibility Determination - ADCR #01, FS #01, MA C #01, MA X #01	Parked	High	2/20/2008 18:00		
2.	<p>View the <i>Subject</i> and <i>Task Instructions</i> on the <i>Task Home</i> page.</p> <div>Primary Action</div> <div>Task Instructions</div> <p>Task Instructions: Review the action, and authorize the case or return the case to ACS for clarification/correction.</p>						
3.	<p>Click on <i>Application</i> or <i>Case Home Page</i> link under <i>Supporting Information</i>.</p> <div>Supporting Information</div> <div>Case Home Page</div> <p>The WFMS will navigate to the <i>Application</i> or <i>Case Home Page</i> to display the ICES case number.</p>						

Step	State Review and Eligibility Determination
4.	<p>From the <i>Application</i> or <i>Case Home Page</i>, click <i>Documents</i> from the Left Navigation.</p> <div></div> <p>The WFMS will navigate to the <i>Documents Page</i>.</p>
5.	<p>From the <i>Documents</i> page click view to see the document’s details related to the task.</p> <div></div>
6.	<p>Within the <i>View Document Details</i> screen click the document name hyperlink to view all supporting documentation</p>

Step	State Review and Eligibility Determination
	 <p>Clicking on <i>Close</i> will take the user back to the <i>Documents</i> page.</p>
7.	<p>From the <i>Application Home Page</i>, click <i>Health Screening Questionnaire</i> from the Left Navigation. Note: from the Case Home page click on <i>Applications</i> from the left navigation to access the application’s case reference link. Click on the case reference link to access the Application Case Home. Click on <i>Documents</i> link in the left navigation to view the application form. Click on <i>Health Screening Questionnaire</i> in the left navigation to view the screening questionnaire.</p>

The screenshot displays the 'FSSA - WFMS Case Home' interface in a Microsoft Internet Explorer browser. The address bar shows the URL: https://s990atap01.iem.local:11213/HCSSApplication/en_US/EMStandard_homePage.do?caseID=9001552974&_o3rpu=EMC. The page header includes the FSSA logo and the text 'Family and Social Services Administration'. A navigation menu on the left lists various options, with 'Applications' highlighted. The main content area displays the case title 'HIPPY CASETWON - 2000086013' and a 'Case Home' link. Below this, there are sections for 'Options' (Review Asset/Trust, Process Benefit Recovery, Generate Internal Cover, Submit Case for Authorization, Submit Change for Authorization) and 'Details' (Status Date: 12/1/2007, Status: Pending, Redetermination Date). The 'CaseName' section provides full name, date of birth, home address, social security number, and mailing address.

CaseName	
Full Name:	HIPPY CASETWON
Date of Birth:	8/20/1970
Home Address:	71 STATE INDIANAPOLIS, Indiana 46121
Social Security Number:	572-13-1167
Mailing Address:	

The screenshot displays the 'FSSA - WFMS Case Home' interface in a Microsoft Internet Explorer browser. The address bar shows the URL: https://s990atap01.iem.local:11213/HCSSApplication/en_US/EMStandard_homePage.do?caseID=9001552974&_o3rpu=EMC. The page header includes the FSSA logo and the text 'Family and Social Services Administration'. A navigation menu on the left lists various options, with 'Applications' highlighted. The main content area displays the case title 'HIPPY CASETWON - 2000086013' and a 'Case Home' link. Below this, there are sections for 'Options' (Review Asset/Trust, Process Benefit Recovery, Generate Internal Cover, Submit Case for Authorization, Submit Change for Authorization) and 'Details' (Status Date: 12/1/2007, Status: Pending, Redetermination Date). The 'CaseName' section provides full name, date of birth, home address, social security number, and mailing address.

CaseName	
Full Name:	HIPPY CASETWON
Date of Birth:	8/20/1970
Home Address:	71 STATE INDIANAPOLIS, Indiana 46121
Social Security Number:	572-13-1167
Mailing Address:	

The screenshot displays the FSSA - WFMS Case Home page for the case HIPPY CASETWON - 2000086013. The page is viewed in Microsoft Internet Explorer. The navigation menu on the left includes links to Home, Applications, Documents, Members, Addresses, Phone Numbers, Pending Verification Checklist, Data Collection Checklist, Second Party Review Checklist, Change Checklist, Solicited Documents Requests, Correspondence, Notes, Asset/Trust Review, and Benefit Recovery. The main content area shows the case name, a status of Pending, and a status date of 12/1/2007. It also provides options for reviewing the asset/trust, processing benefit recovery, and generating internal coverage. The case details section includes the full name, date of birth, home address, social security number, and mailing address.

Navigation Menu:

- Home
- Applications
- Documents
- Members
- Addresses
- Phone Numbers
- Pending Verification Checklist
- Data Collection Checklist
- Second Party Review Checklist
- Change Checklist
- Solicited Documents Requests
- Correspondence
- Notes
- Asset/Trust Review
- Benefit Recovery

Case Details:

CaseName	
Full Name:	HIPPY CASETWON
Date of Birth:	8/20/1970
Home Address:	71 STATE INDIANAPOLIS, Indiana 46121
Social Security Number:	572-13-1167
Mailing Address:	

Options:

- [Review Asset/Trust](#)
- [Process Benefit Recovery](#)
- [Generate Internal Coverage](#)
- [Submit Case for Authorization](#)
- [Submit Change for Authorization](#)

Step



State Review and Eligibility Determination


FSSA - WFMS Applications: HIPPY CASETWN - 2000086013 - Microsoft Internet Explorer provided by FSSA - State of Indiana


File Edit View Favorites Tools Help


Back Forward Stop Home Search Favorites RSS Print Mail Print Mail RSS Print Mail

Address https://s990atap01.iem.local:11213/HCS5Application/en_US/EMStandard_listApplicationsPage.do?caseID=90015529748_o Go Links »

 Family and Social Services Administration 



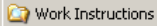
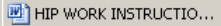

 HIPPY CASETWN - 2000086013

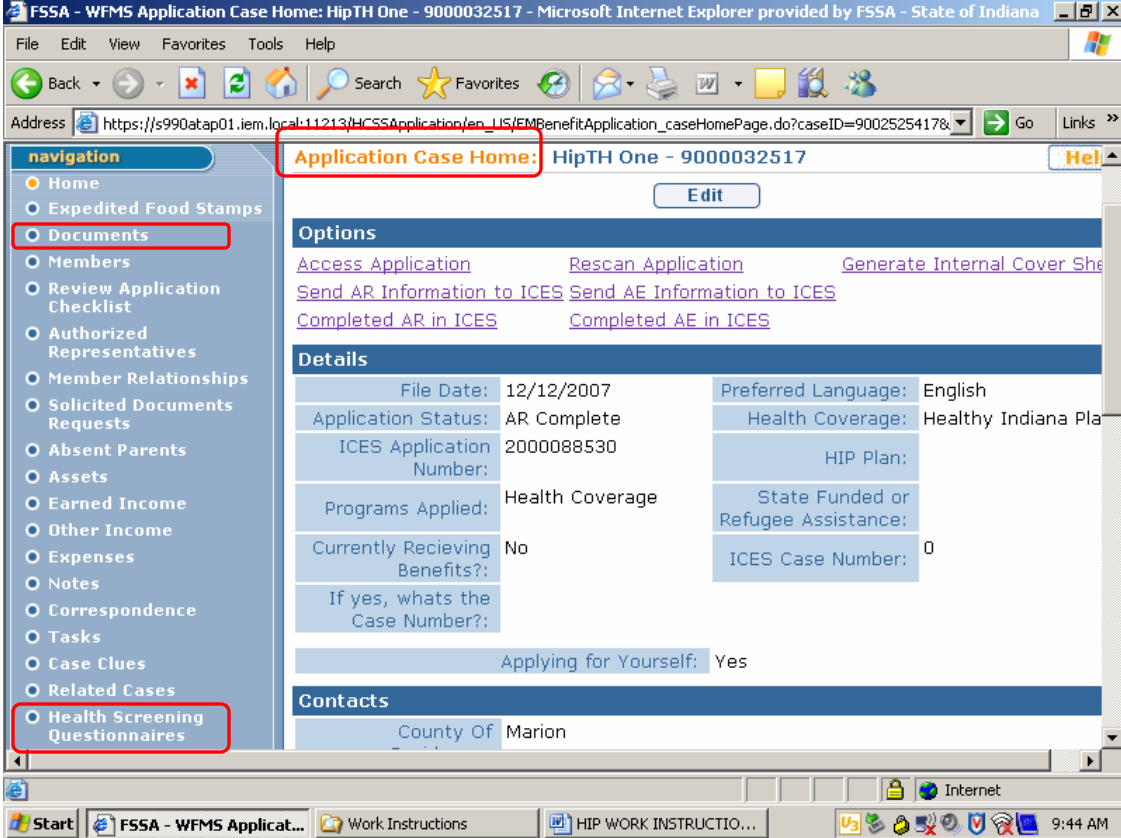
Applications: HIPPY CASETWN - 2000086013 

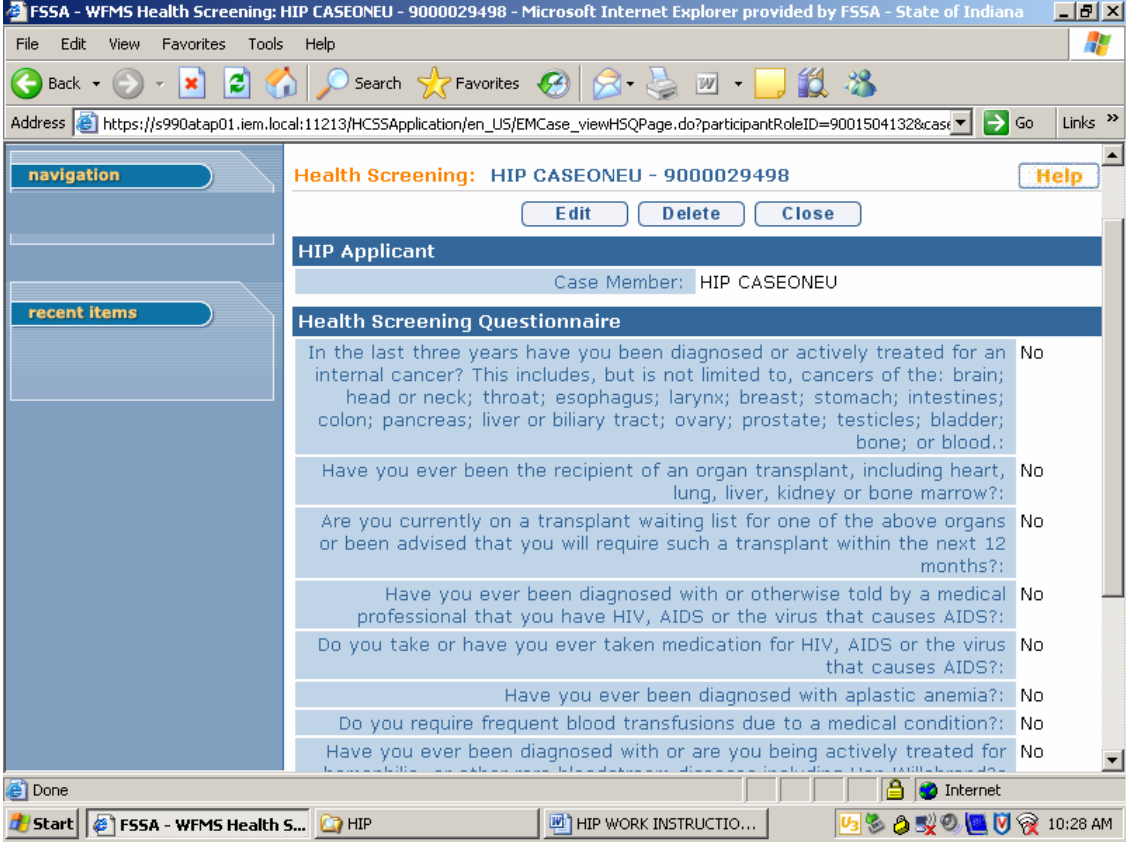
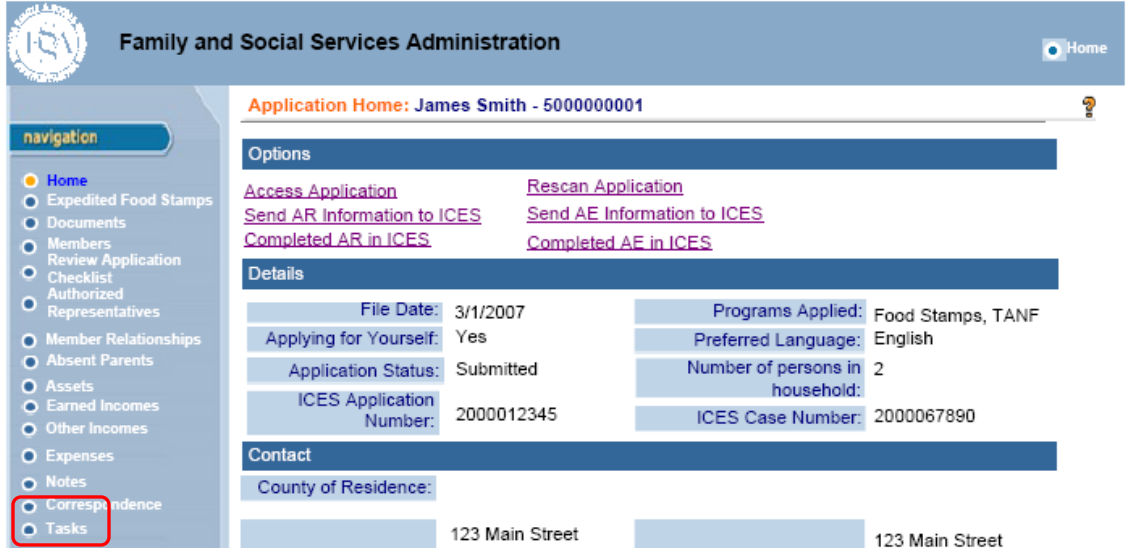


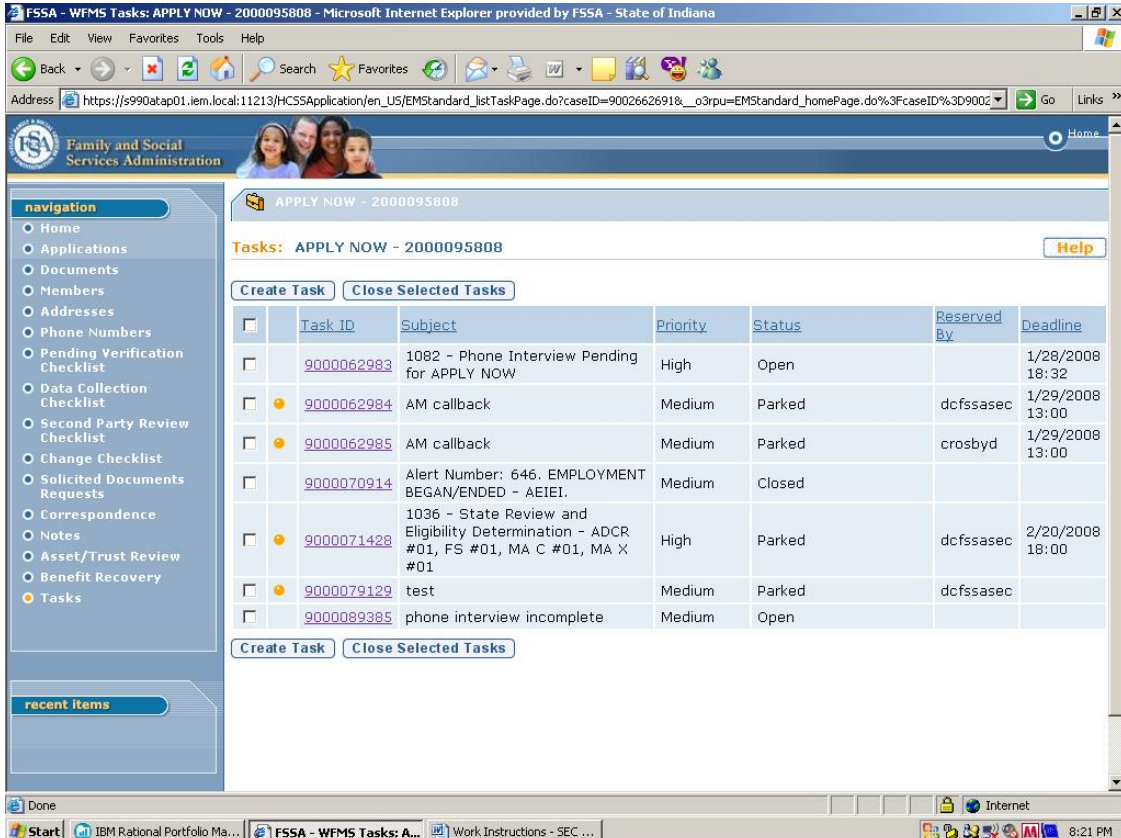
List of Applications

Case Reference	Primary Name	Relationship Type
9000029698	HIPPY CASETWN	Standard to Application


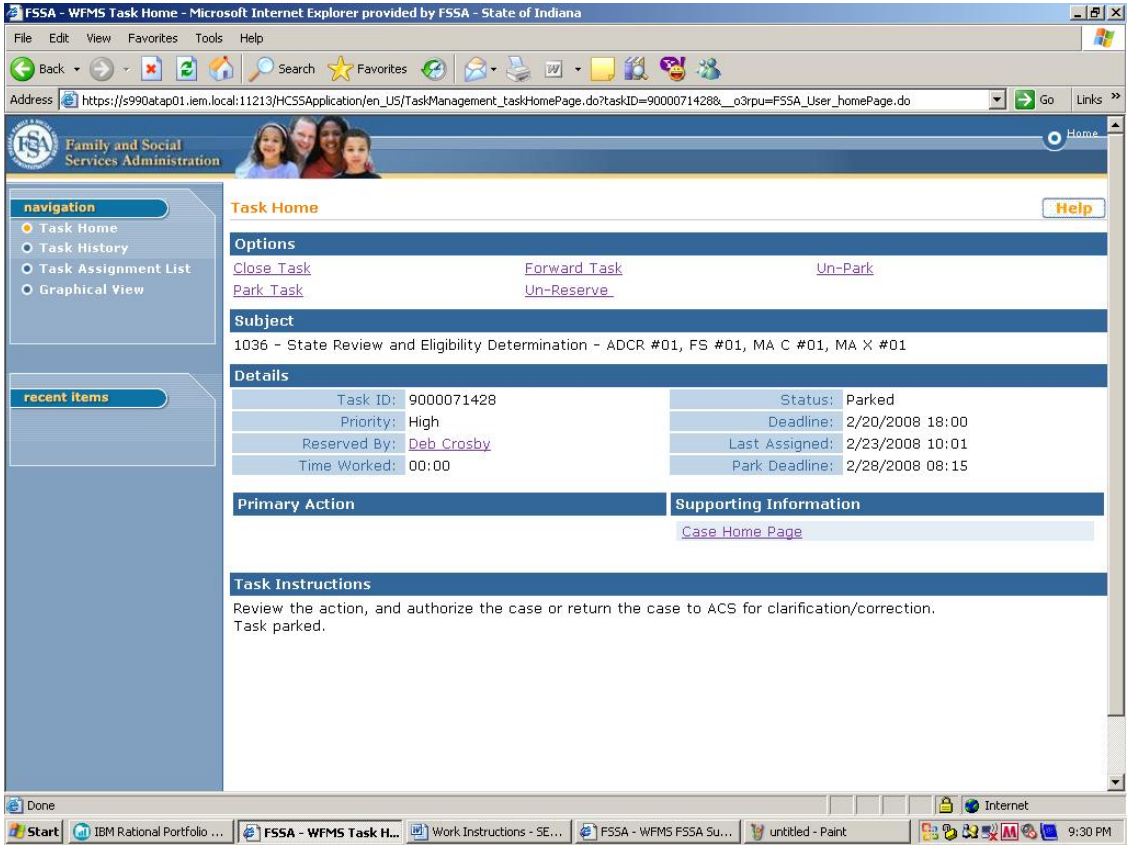
 Start  FSSA - WFMS Applicat...  Work Instructions  HIP WORK INSTRUCTIO...  Internet 9:54 AM

Step	State Review and Eligibility Determination
	
8.	<p>Review the <i>Health Screening Questionnaire</i> for each applicant. If the applicant responded ‘yes’ to any question they are potentially high risk and a referral to Milliman must be completed upon authorization of a Conditional Approval. Instructions are provided in Step 11B.</p> <p>Click on <i>Close</i> at the bottom of the <i>Health Screening Questionnaire</i> page.</p>

Step	State Review and Eligibility Determination
	
9.	<p>Search for any additional tasks related to the application or case that may be outstanding. From the <i>Application or Case Home Page</i> click on <i>Tasks</i> from the Left Navigation. . To return to the Case Home page, click on <i>Related Cases</i> at the bottom of the left navigation. Click on the number under <i>Case Reference</i>.</p> 

Step	State Review and Eligibility Determination
10.	<p>The WFMS will navigate to the <i>Tasks</i> page. Review any outstanding tasks that may need to be addressed. Selecting a task listed to a queue in which you are assigned will assign the task to you to be worked, closed or parked. Navigate back to the <i>Application</i> or <i>Case Home</i> page by clicking on <i>Home</i> in the Left Navigation.</p> 
11.	<p>Authorize the application/case if correct and document in CLRC. If action is incorrect, go to Step 12 for returning cases to ACS.</p> <p>A. Denials/Discontinuances</p> <ul style="list-style-type: none">✓ AR denials<ul style="list-style-type: none">▪ Review the “<i>Review Application Checklist</i>” in WFMS. The <i>Review Application Checklist</i> is accessed from the Left Navigation of the <i>Application Home</i> page. The checklist will provide the reason(s) for the denial.✓ AE denials/discontinuances<ul style="list-style-type: none">▪ Review CLRC.▪ Review budgets and supporting documentation▪ Review the “<i>Data Collection Checklist</i>” or “<i>Change Checklist</i>” in WFMS. The <i>Data Collection Checklist/Change Checklist</i> is accessed from the Left Navigation of the <i>Case Home</i> page. The checklist should also provide the reason(s) for the denial/discontinuation.


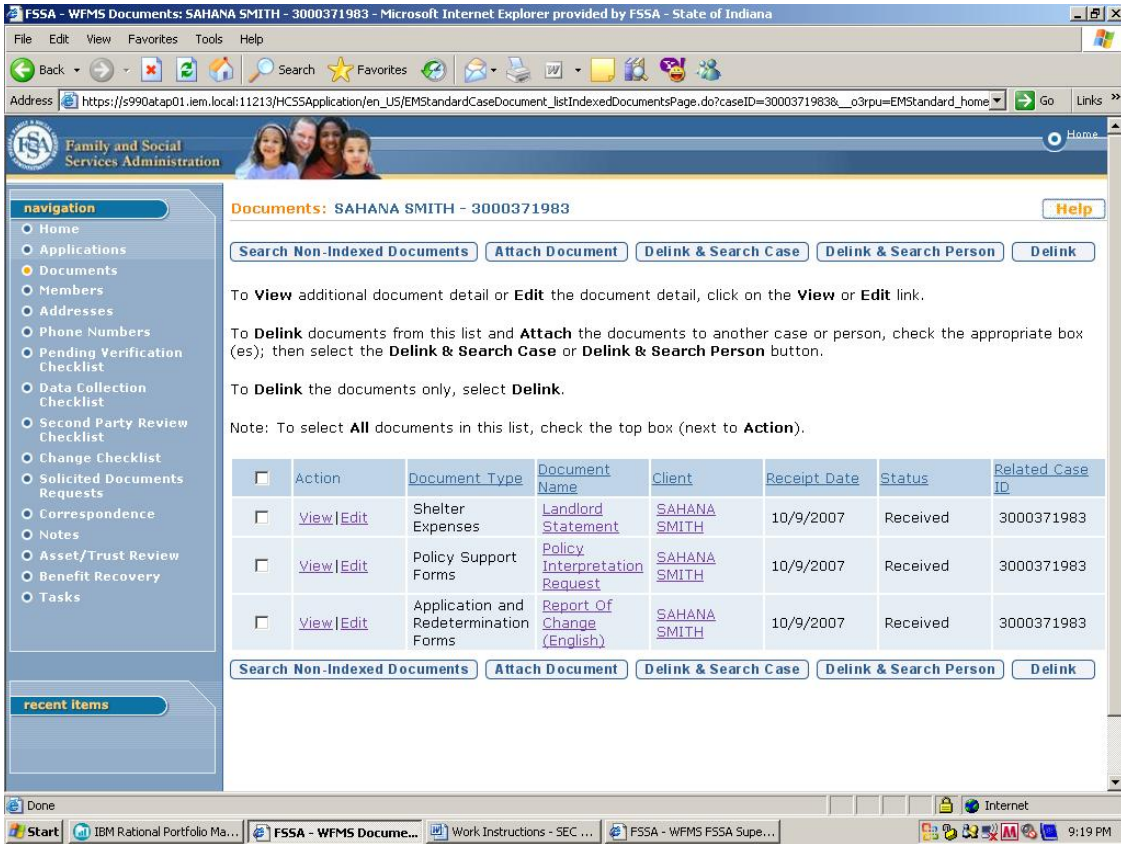
Step	State Review and Eligibility Determination
	<ul style="list-style-type: none"> ✓ Denials/discontinuances for failing to provide information/verification, <ul style="list-style-type: none"> ▪ Search for non-indexed documents to attempt to find any documents associated with the application/case. If documents found link the non-indexed document to the case in WFMS ▪ REFER TO (INSERT HYPERLINK) SEARCH WORK INSTRUCTIONS (Common Processes – Section 3.11.3.7) to find and link a document. ▪ If any documents that would change the disposition were received prior to the “State Review and Eligibility Determination” task being generated and were not enacted upon, the case should be returned to ACS for processing. ✓ HIP Applications received from an Enrollment Center <ul style="list-style-type: none"> ▪ The disposition must be mailed to the Enrollment Center via the “Enrollment Center Application Routing Form”. <p style="margin-left: 40px;">REFER TO (INSERT HYPERLINK) Sending Notices in the WFMS WORK INSTRUCTIONS Common Processes – Section 3.11.4</p> <p>B. Conditional Approvals/Approvals</p> <ul style="list-style-type: none"> ✓ Review CLRC. ✓ Review budgets and supporting documentation ✓ Applicants identified in Step 8 as potentially high risk must be referred to Milliman upon conditional approval. <ul style="list-style-type: none"> ▪ Review answer to health screening question on ICES screen AEHIP. ▪ From the WFMS <i>Case Home</i> page click <i>Tasks</i> from the Left Navigation ▪ Click <i>Create Task</i>. The WFMS will navigate to the <i>Select Task Type Page</i>. ▪ Using the drop down under the <i>Task Details</i> cluster, select <i>Potentially High-Risk HIP Applicant</i> as the <i>Task Type</i>. ▪ Click <i>Save</i>. The WFMS will create the task and navigate back to the <i>Tasks Page</i> ✓ HIP Applications received from an Enrollment Center <ul style="list-style-type: none"> ▪ The disposition must be mailed to the Enrollment Center via the “Enrollment Center Application Routing Form.” <p style="margin-left: 40px;">REFER TO (INSERT HYPERLINK) Sending Notices in the WFMS WORK INSTRUCTIONS Common Processes – Section 3.11.4</p> <p>C. Changes reported on an open HIP case:</p> <ul style="list-style-type: none"> ✓ Qualifying event <ul style="list-style-type: none"> ▪ Review CLRC ▪ Review ICES screen AEHIP to confirm reported change is a qualifying event. <p>D. HIP Manual notice of action should be sent for fiated actions and non-qualifying events.</p> <p style="margin-left: 40px;">INVOKE Create Correspondence in the WFMS WORK INSTRUCTIONS</p>

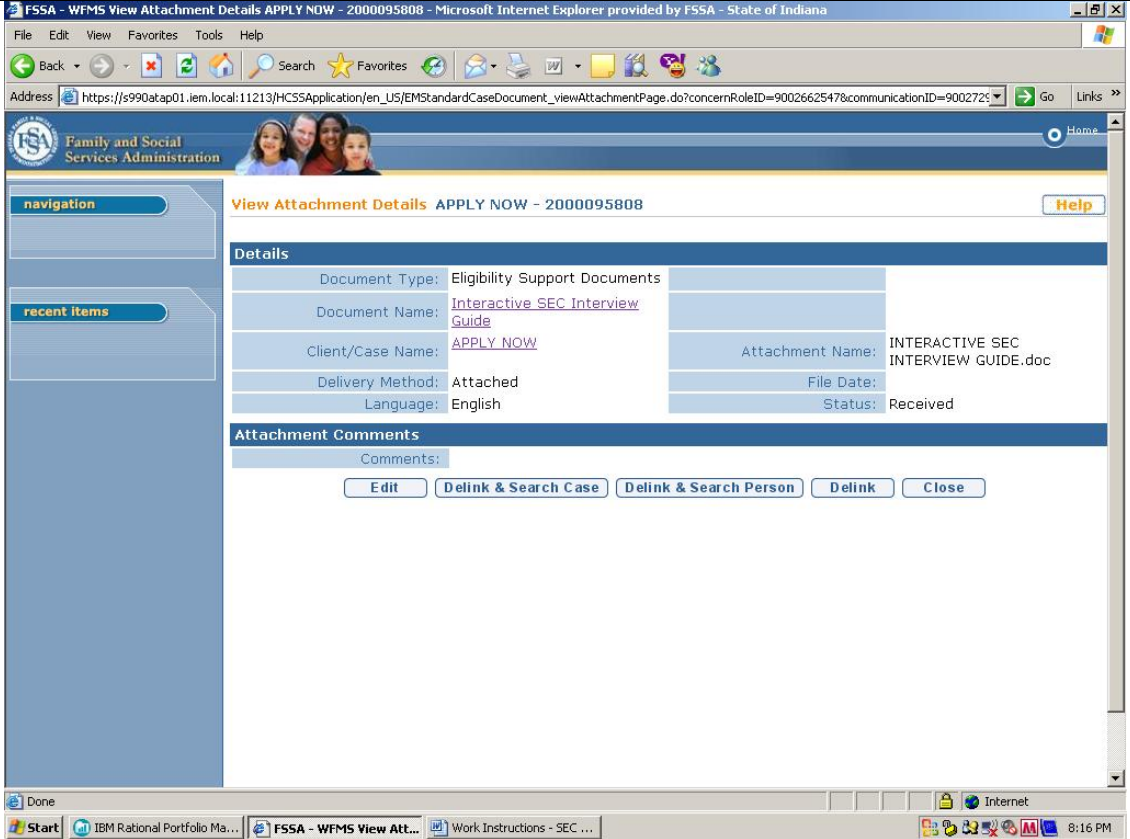
Step	State Review and Eligibility Determination
	Common Processes – Section 3.11
12.	<p>Returning cases to ACS</p> <ul style="list-style-type: none"> ➤ Document the reason in CLRC ➤ From the <i>Case Home</i> page click <i>Tasks</i> from the Left Navigation ➤ Click <i>Create Task</i>. The WFMS will navigate to the <i>Select Task Type Page</i>. ➤ Using the drop down under the <i>Task Details</i> cluster, select <i>Returned by State</i> as the <i>Task Type</i>. Click <i>Save</i>. The WFMS will create the task and navigate back to the <i>Tasks Page</i>.
13.	<p>Click <i>Home</i> in the upper right corner.</p>  <p>The WFMS will navigate to the <i>User Home Page</i>.</p>
14.	<p>Click on the <i>Task ID</i> for the “State Review and Eligibility Determination” task with an Open Status.</p> <p>The WFMS will navigate to the <i>Task Home</i>.</p>
15.	<p>Click on <i>Close Task</i> on <i>Task Home</i> page.</p> 

2.0 State Review and Eligibility Determination (System Generated)

WFMS has been designed to automatically system generate a “**State Review and Eligibility Determination**” task three business days prior to the threshold date of specific application actions. ACS has not certified the checklist as complete on these cases and the case processing threshold is approaching.

Step	State Review and Eligibility Determination – System Generated						
1.	<p>From the <i>User Home Page</i>, under the <i>My Tasks</i> cluster, view the <i>Task Subject</i> and click on the <i>Task ID</i>.</p> <table><tr><td>9000074545</td><td>JOHN BLANK</td><td>State Review and Eligibility Determination - System Generated - FS #01</td><td>Parked</td><td>High</td><td>2/29/2008 00:00</td></tr></table> <p>The WFMS will navigate to the <i>Task Home</i>.</p>	9000074545	JOHN BLANK	State Review and Eligibility Determination - System Generated - FS #01	Parked	High	2/29/2008 00:00
9000074545	JOHN BLANK	State Review and Eligibility Determination - System Generated - FS #01	Parked	High	2/29/2008 00:00		
2.	<p>View the <i>Subject</i> and <i>Task Instructions</i> on the <i>Task Home</i> page.</p> <div>Primary Action</div> <div>Task Instructions</div> <p>Task Instructions: Review the action, and authorize the case or return the case to ACS for clarification/correction.</p>						
3.	<p>Click on <i>Application</i> or <i>Case Home Page</i> link under <i>Supporting Information</i>.</p> <div>Supporting Information</div> <div>Case Home Page</div> <p>The WFMS will navigate to the <i>Application</i> or <i>Case Home Page</i> to display the ICES case number.</p>						

Step	State Review and Eligibility Determination – System Generated
4.	<p>From the <i>Application</i> or <i>Case Home Page</i>, click <i>Documents</i> from the Left Navigation.</p> <div></div> <p>The WFMS will navigate to the <i>Documents Page</i>.</p>
5.	<p>From the <i>Documents</i> page click view to see the document’s details related to the task.</p> <div></div>
6.	<p>Within the <i>View Document Details</i> screen click the document name hyperlink to view all supporting documentation</p>

Step	State Review and Eligibility Determination – System Generated
	 <p>Clicking on <i>Close</i> will take the user back to the <i>Documents</i> page.</p>
7.	<p>From the <i>Application Home Page</i>, click <i>Health Screening Questionnaire</i> from the Left Navigation. Note: from the Case Home page click on <i>Applications</i> from the left navigation to access the application’s case reference link. Click on the case reference link to access the Application Case Home. Click on <i>Documents</i> link in the left navigation to view the application form. Click on <i>Health Screening Questionnaire</i> in the left navigation to view the screening questionnaire.</p>

The screenshot displays the FSSA - WFMS Case Home page for the case HIPPY CASETWON - 2000086013. The page is viewed in Microsoft Internet Explorer. The navigation menu on the left includes links to Home, Applications, Documents, Members, Addresses, Phone Numbers, Pending Verification Checklist, Data Collection Checklist, Second Party Review Checklist, Change Checklist, Solicited Documents Requests, Correspondence, Notes, Asset/Trust Review, and Benefit Recovery. The main content area shows the case name, a status of Pending, and a status date of 12/1/2007. It also provides options for reviewing assets/trusts, processing benefit recovery, and generating internal coverage. The case details section includes the full name, date of birth, home address, social security number, and mailing address.

Navigation Menu:

- Home
- Applications
- Documents
- Members
- Addresses
- Phone Numbers
- Pending Verification Checklist
- Data Collection Checklist
- Second Party Review Checklist
- Change Checklist
- Solicited Documents Requests
- Correspondence
- Notes
- Asset/Trust Review
- Benefit Recovery

Case Details:

CaseName	
Full Name:	HIPPY CASETWON
Date of Birth:	8/20/1970
Home Address:	71 STATE INDIANAPOLIS, Indiana 46121
Social Security Number:	572-13-1167
Mailing Address:	

Options:

- [Review Asset/Trust](#)
- [Process Benefit Recovery](#)
- [Generate Internal Coverage](#)
- [Submit Case for Authorization](#)
- [Submit Change for Authorization](#)

The screenshot displays the FSSA - WFMS Case Home page for the case HIPPY CASETWON - 2000086013. The page is viewed in Microsoft Internet Explorer. The navigation menu on the left includes links to Home, Applications, Documents, Members, Addresses, Phone Numbers, Pending Verification Checklist, Data Collection Checklist, Second Party Review Checklist, Change Checklist, Solicited Documents Requests, Correspondence, Notes, Asset/Trust Review, and Benefit Recovery. The main content area shows the case name, a status of Pending, and a status date of 12/1/2007. It also provides options for reviewing assets/trusts, processing benefit recovery, and generating internal coverage. The case details section includes the full name, date of birth, home address, social security number, and mailing address.

Navigation Menu:

- Home
- Applications
- Documents
- Members
- Addresses
- Phone Numbers
- Pending Verification Checklist
- Data Collection Checklist
- Second Party Review Checklist
- Change Checklist
- Solicited Documents Requests
- Correspondence
- Notes
- Asset/Trust Review
- Benefit Recovery

Case Details:

CaseName	
Full Name:	HIPPY CASETWON
Date of Birth:	8/20/1970
Home Address:	71 STATE INDIANAPOLIS, Indiana 46121
Social Security Number:	572-13-1167
Mailing Address:	

Options:

- [Review Asset/Trust](#)
- [Process Benefit Recovery](#)
- [Generate Internal Coverage](#)
- [Submit Case for Authorization](#)
- [Submit Change for Authorization](#)

Step**State Review and Eligibility Determination – System Generated**

FSSA - WFMS Applications: HIPPY CASETWN - 2000086013 - Microsoft Internet Explorer provided by FSSA - State of Indiana

File Edit View Favorites Tools Help

Address https://s990atap01.iem.local:11213/HCS5Application/en_US/EMStandard_listApplicationsPage.do?caseID=90015529748_o Go Links »

Family and Social Services Administration

navigation

- Home
- Applications
- Documents
- Members
- Addresses
- Phone Numbers
- Pending Verification Checklist
- Data Collection Checklist
- Second Party Review Checklist
- Change Checklist
- Solicited Documents Requests
- Correspondence
- Notes
- Asset/Trust Review
- Benefit Recovery
- Tasks

HIPPY CASETWN - 2000086013

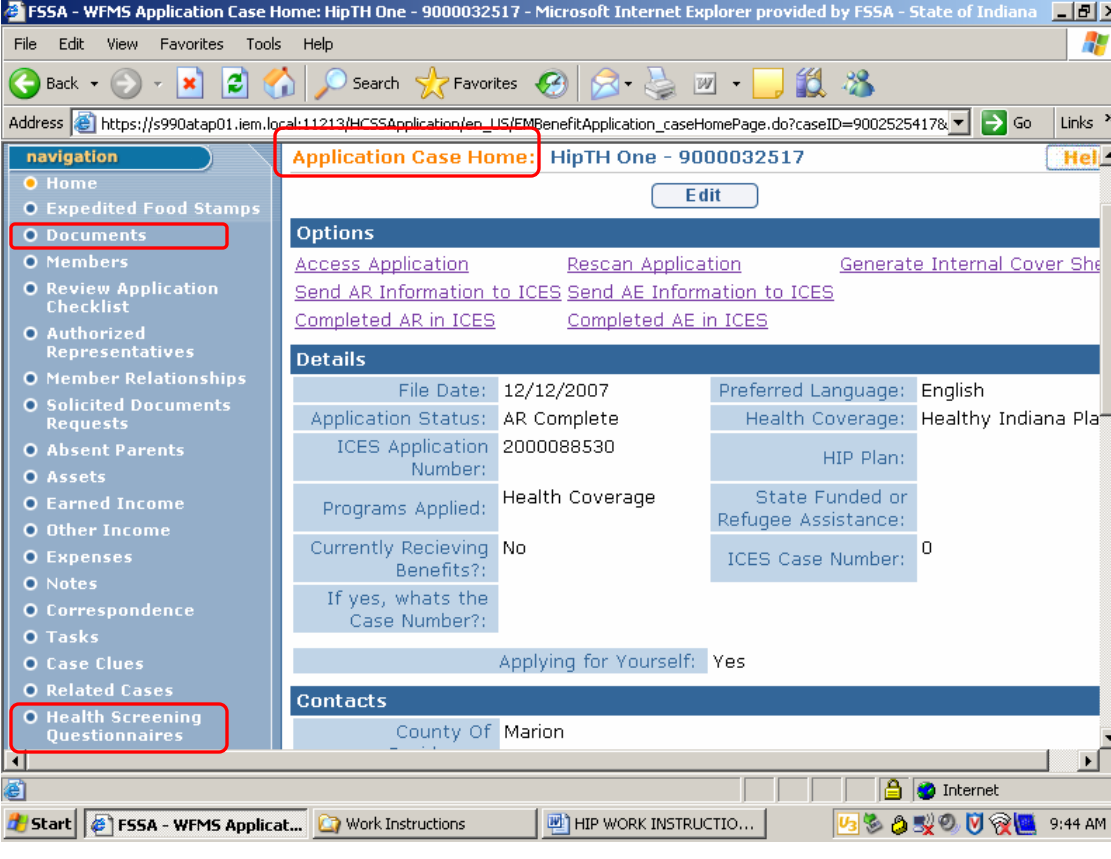
Applications: HIPPY CASETWN - 2000086013 Help

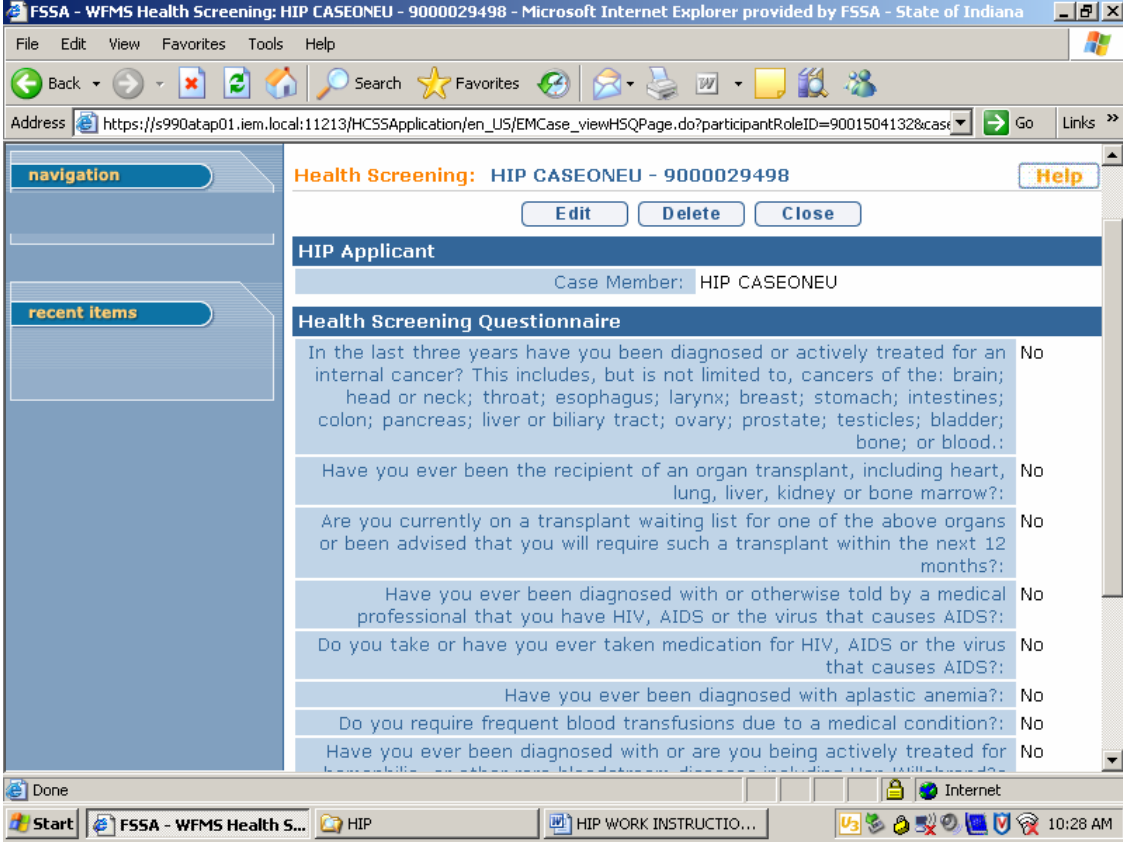
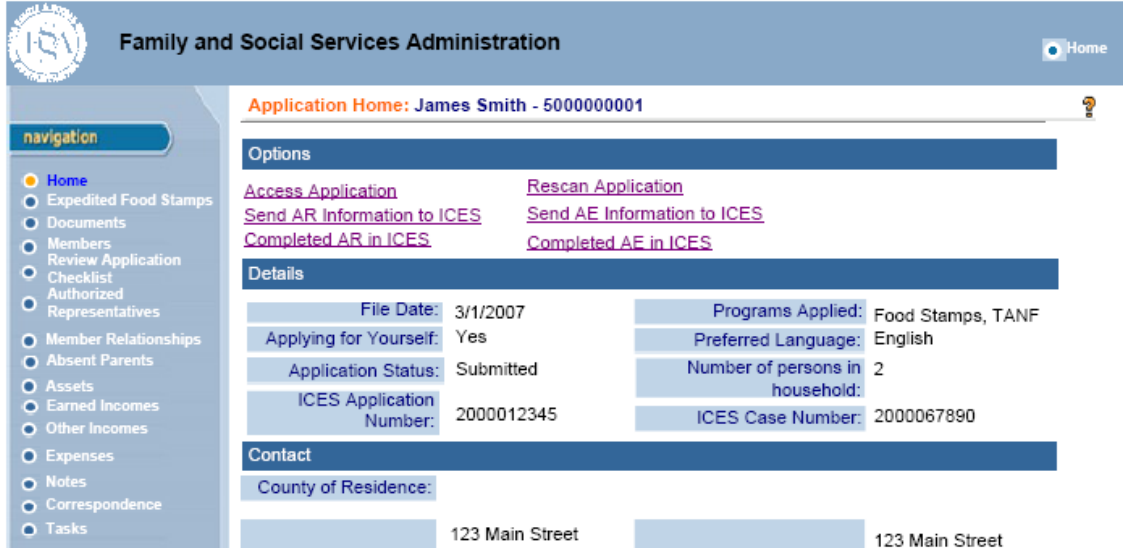
Close

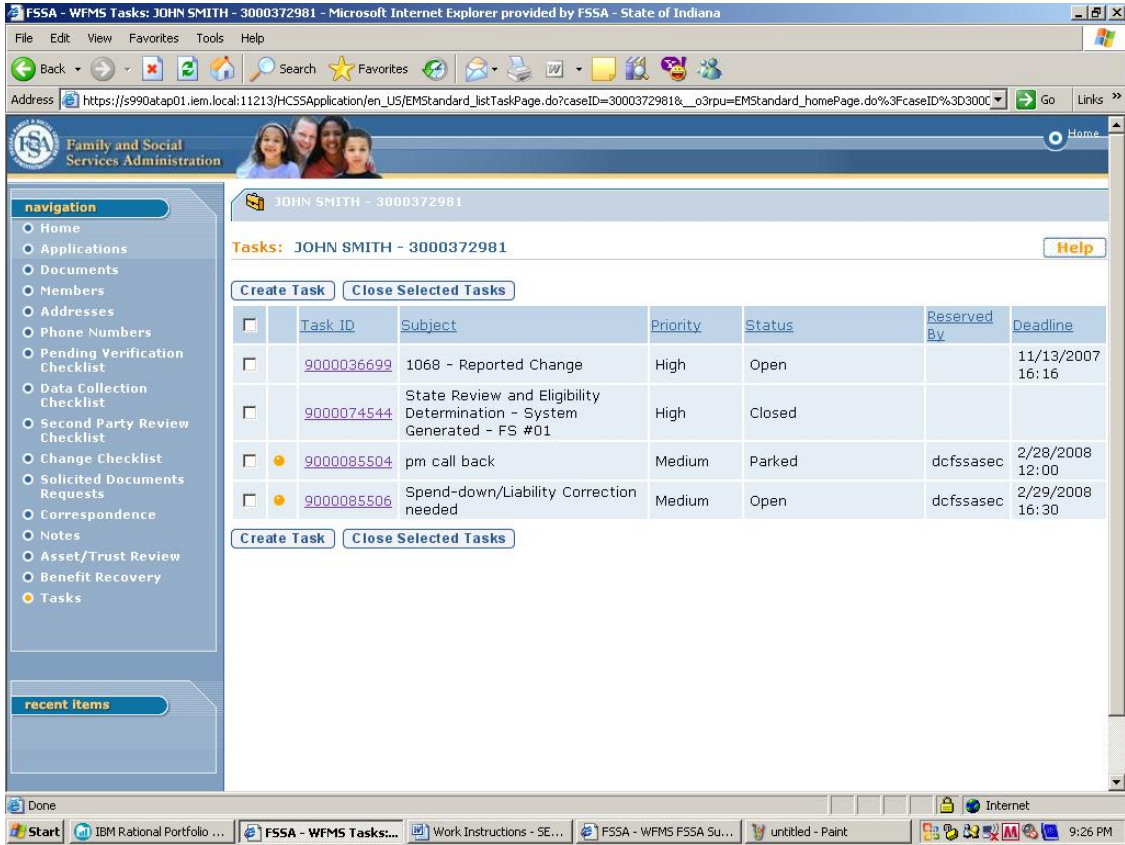
List of Applications

Case Reference	Primary Name	Relationship Type
9000029698	HIPPY CASETWN	Standard to Application

Start FSSA - WFMS Applicat... Work Instructions HIP WORK INSTRUCTIO... 9:54 AM

Step	State Review and Eligibility Determination – System Generated
	 <p>The screenshot shows the 'FSSA - WFMS Application Case Home' page for 'HipTH One - 9000032517'. The browser is Microsoft Internet Explorer. The address bar shows a URL from 'iem.local'. The page has a navigation menu on the left with 'Documents' and 'Health Screening Questionnaires' highlighted. The main content area includes sections for 'Options' (with links like 'Access Application', 'Rescan Application', 'Generate Internal Cover Sheet'), 'Details' (with fields like 'File Date', 'Application Status', 'ICES Application Number', 'Programs Applied', 'Currently Receiving Benefits?', 'If yes, whats the Case Number?'), and 'Contacts' (with 'County Of' set to 'Marion'). The 'Applying for Yourself' checkbox is checked.</p>
8.	<p>Review the <i>Health Screening Questionnaire</i> for each applicant. If the applicant responded ‘yes’ to any question they are potentially high risk and a referral to Milliman must be completed upon authorization of a Conditional Approval. Instructions are provided in Step 11B.</p> <p>Click on <i>Close</i> at the bottom of the <i>Health Screening Questionnaire</i> page.</p>

Step	State Review and Eligibility Determination – System Generated
	
9.	<p>Search for any additional tasks related to the application or case that may be outstanding. From the <i>Application Home</i> or <i>Case Home Page</i> click on <i>Tasks</i> from the Left Navigation. To return to the Case Home page, click on <i>Related Cases</i> at the bottom of the left navigation. Click on the number under <i>Case Reference</i>.</p> 

Step	State Review and Eligibility Determination – System Generated																
10.	<p>The WFMS will navigate to the <i>Tasks</i> page. Review any outstanding tasks that may need to be addressed. Selecting a task listed to a queue in which you are assigned will assign the task to you to be worked, closed or parked. Navigate back to the <i>Application</i> or <i>Case Home</i> page by clicking on <i>Home</i> in the Left Navigation.</p> 																
11.	<div><div>Solicited Documents Requests</div><div><table><tr><th>Action</th><th>Solicited By</th><th>Correspondence Name</th><th>Verification</th><th>Client</th><th>Mail Date</th><th>Due Date</th><th>Received Date</th></tr><tr><td>View Edit</td><td>April</td><td>Pending Verifications for Applicants-Recipients</td><td>US Citizenship</td><td>MINI ME</td><td>2/26/2008</td><td>3/10/2008</td><td>3/1/2008</td></tr></table></div></div>	Action	Solicited By	Correspondence Name	Verification	Client	Mail Date	Due Date	Received Date	View Edit	April	Pending Verifications for Applicants-Recipients	US Citizenship	MINI ME	2/26/2008	3/10/2008	3/1/2008
Action	Solicited By	Correspondence Name	Verification	Client	Mail Date	Due Date	Received Date										
View Edit	April	Pending Verifications for Applicants-Recipients	US Citizenship	MINI ME	2/26/2008	3/10/2008	3/1/2008										

Step	State Review and Eligibility Determination – System Generated
	<p>Solicited Documents Requests Due Date is after task deadline date.</p> <ul style="list-style-type: none"> From the Left Navigation in the <i>Application</i> or <i>Case Home</i> page click on <i>Solicited Documents Requests</i> and <i>Correspondence</i> to view the FI 2032/FI 2032A, Pending Verifications for Applicant/Recipient to determine if all requested documents were received for each Assistance Group. <ul style="list-style-type: none"> Evaluate <i>Solicited Documents Requests</i> page to determine if each item listed on the FI 2032 has been received. With the exception of the FI 2032A and <i>Additional Information</i> (FI 2032), every document requested will have a separate line item. A date in the <i>Received Date</i> field will determine if a document has been received for that line item. (Note: If no date is entered for <i>Received Date</i> and the <i>Solicited Document Request</i> due date is after the <i>State Review and Eligibility Determination – System Generated</i>, ACS will receive a task when a solicited document is received or if no document is received.) If all solicited documents have a received date, but there are additional items listed on the FI 2032A or <i>Additional Information</i> (FI 2032) not reflected on the <i>Solicited Documents Requests</i> page, that have not been received, then create a <i>Return by State</i> task, skip to step 13. If the <i>Solicited Documents Requests</i> page includes items for multiple Assistance Groups determine if processing for any individual Assistance Group can be completed. Continue to step 12 for those Assistance Groups. For the Assistance Groups with missing verifications ascertain from the <i>Solicited Documents Requests</i> page that at least one line item appears with no entry for <i>Received Date</i>. If not all documents have been received confirm from the <i>Solicited Documents Requests</i> page that at least one line item appears with no entry for <i>Received Date</i> for each Assistance Group, skip to step 14. If all solicited documents were received, continue to step 12. <p>If after review it is discovered that further case work/review must be done before an authorization may be completed by the state (example: an AG needs to be initiated), return the application/case to ACS (see Step 13).</p>
12.	<p>Authorize the application/case if correct and document in CLRC. If action is incorrect, go to Step 13 for returning case to ACS.</p> <p>A. Denials/Discontinuances</p> <ul style="list-style-type: none"> ✓ AR denials <ul style="list-style-type: none"> Review the “<i>Review Application Checklist</i>” in WFMS. The <i>Review Application Checklist</i> is accessed from the Left Navigation of the <i>Application Home</i> page. The checklist may provide the reason(s) for the

Step	State Review and Eligibility Determination – System Generated
	<p>denial</p> <ul style="list-style-type: none"> ✓ AE denials/discontinuances <ul style="list-style-type: none"> ▪ Review CLRC. ▪ Review budgets and supporting documentation. ▪ Review the “<i>Data Collection Checklist</i>” in WFMS. The <i>Data Collection Checklist</i> is accessed from the Left Navigation of the <i>Case Home</i> page. The checklist may provide the reason(s) for the denial/discontinuance. ✓ Denials/discontinuances for failing to provide information/verification, <ul style="list-style-type: none"> ▪ Search for non-indexed documents to attempt to find any documents associated with the application/case. If documents found link the non-indexed document to the case in WFMS ▪ REFER TO (INSERT HYPERLINK) SEARCH WORK INSTRUCTIONS (Common Processes – Section 3.11.3.7) to find and link a document. ▪ If any documents that would change the disposition were received prior to the “State Review and Eligibility Determination – System Generated” task being generated and were not enacted upon, the case should be returned to ACS for processing. (See Step 13) ✓ HIP Applications received from an Enrollment Center <ul style="list-style-type: none"> ▪ The disposition must be mailed to the Enrollment Center via the “Enrollment Center Application Routing Form”. REFER TO (INSERT HYPERLINK) Sending Notices in the WFMS WORK INSTRUCTIONS Common Processes – Section 3.11.4 <p>B. Conditional Approvals/Approvals</p> <ul style="list-style-type: none"> ✓ Review CLRC. ✓ Review budgets and supporting documentation ✓ Applicants identified in Step 8 as potentially high risk must be referred to Milliman upon conditional approval. <ul style="list-style-type: none"> ▪ Review answer to the health screening question on ICES screen AEHIP. ▪ From the WFMS <i>Case Home</i> page click <i>Tasks</i> from the Left Navigation ▪ Click <i>Create Task</i>. The WFMS will navigate to the <i>Select Task Type Page</i>. ▪ Using the drop down under the <i>Task Details</i> cluster, select <i>Potentially High-Risk HIP Applicant</i> as the <i>Task Type</i>. ▪ Click <i>Save</i>. The WFMS will create the task and navigate back to the <i>Tasks Page</i> ✓ HIP Applications received from an Enrollment Center <ul style="list-style-type: none"> ▪ The disposition must be mailed to the Enrolment Center via the “Enrollment Center Application Routing Form”. REFER TO (INSERT HYPERLINK) Sending Notices in the WFMS WORK INSTRUCTIONS Common Processes – Section 3.11.4 <p>C. Changes reported on an open HIP case:</p>

Step	State Review and Eligibility Determination – System Generated
	<ul style="list-style-type: none"> ✓ Qualifying event <ul style="list-style-type: none"> ▪ Review CLRC ▪ Review ICES screen AEHIP to confirm reported change is a qualifying event. <p>D. HIP Manual notice of action should be sent for fiated actions and non-qualifying events.</p> <p> INVOKE Create Correspondence in the WFMS WORK INSTRUCTIONS Common Processes – Section 3.11</p>
13.	<p>Returning cases to ACS</p> <ul style="list-style-type: none"> ➤ Document the reason in CLRC ➤ From the <i>Case Home</i> page click <i>Tasks</i> from the Left Navigation ➤ Click <i>Create Task</i>. The WFMS will navigate to the <i>Select Task Type Page</i>. ➤ Using the drop down under the <i>Task Details</i> cluster, select <i>Returned by State</i> as the <i>Task Type</i>. Click <i>Save</i>. The WFMS will create the task and navigate back to the <i>Tasks Page</i>.
14.	<p>Click <i>Home</i> in the upper right corner.</p> <div data-bbox="345 932 500 1031" data-label="Image"> </div> <p>The WFMS will navigate to the <i>User Home Page</i>.</p>
15.	<p>Click on the <i>Task ID</i> for the State Review and Eligibility Determination – System Generated task with an Open Status.</p> <p>The WFMS will navigate to the <i>Task Home</i>.</p>
16.	<p>Click on <i>Close Task</i> on <i>Task Home</i> page.</p>

Step**State Review and Eligibility Determination – System Generated**

FSSA - WFMS Task Home - Microsoft Internet Explorer provided by FSSA - State of Indiana

File Edit View Favorites Tools Help

Back Forward Stop Search Favorites Internet Options

Address: https://s990atp01.ilem.local:11213/HCSSApplication/en_US/TaskManagement_taskHomePage.do?taskId=9000071428&__o3rpu=FSSA_User_homePage.do Go Links

Family and Social Services Administration

Task Home [Help](#)

navigation

- Task Home
- Task History
- Task Assignment List
- Graphical View

recent items

Options

[Close Task](#) [Forward Task](#) [Un-Park](#)
[Park Task](#) [Un-Reserve](#)

Subject

1036 - State Review and Eligibility Determination - ADCR #01, FS #01, MA C #01, MA X #01

Details

Task ID:	9000071428	Status:	Parked
Priority:	High	Deadline:	2/20/2008 18:00
Reserved By:	Deb Crosby	Last Assigned:	2/23/2008 10:01
Time Worked:	00:00	Park Deadline:	2/28/2008 08:15

Primary Action **Supporting Information**

[Case Home Page](#)

Task Instructions

Review the action, and authorize the case or return the case to ACS for clarification/correction.
Task parked.

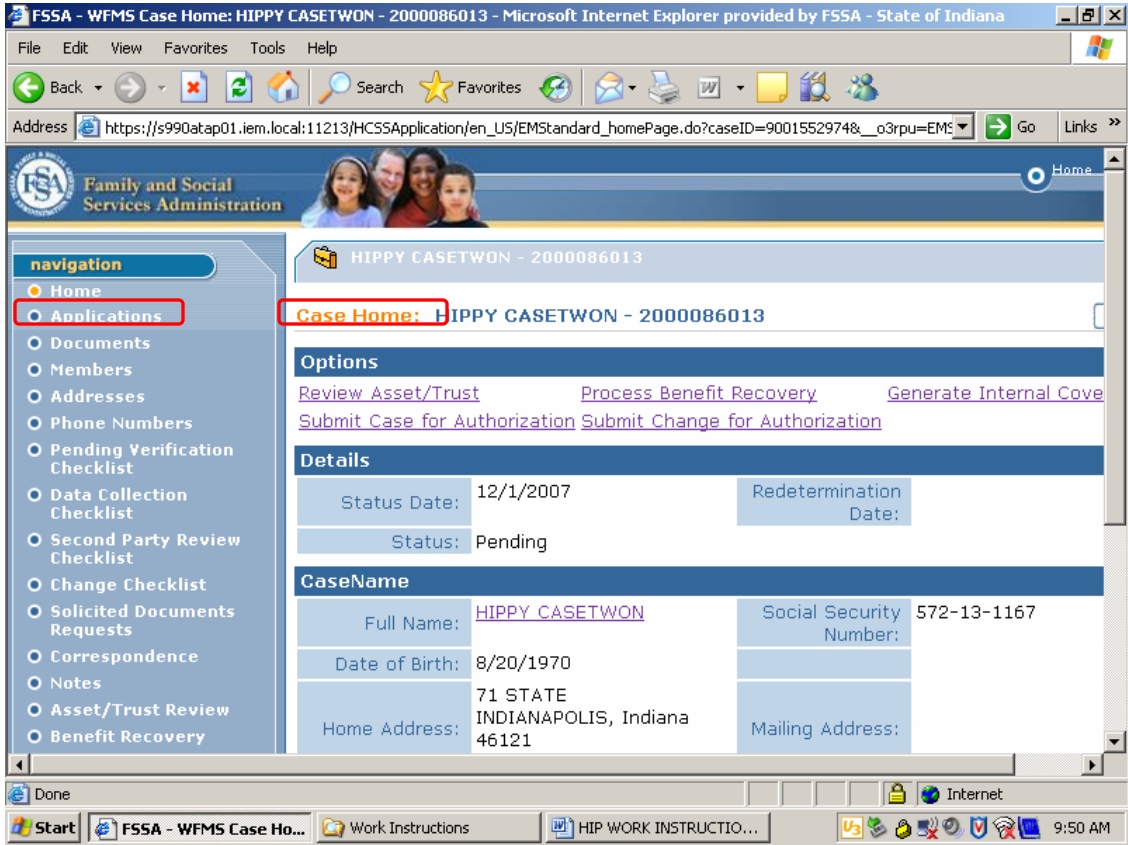
Done

Start IBM Rational Portfolio ... FSSA - WFMS Task H... Work Instructions - SE... FSSA - WFMS FSSA Su... Untitled - Paint Internet 9:30 PM

3.0 Fiat Authorization Needed

When a fiat is determined as necessary by a non-state coalition individual, they will complete ICES screens AEOAG and/or AEWFT and check 'Fiat Authorization Needed' on the Data Collection or Change checklist. The SEC will receive a “**Fiat Authorization Needed**” task.

Step	Fiat Authorization Needed						
1.	<p>From the <i>User Home Page</i>, under the <i>My Tasks</i> cluster, view the <i>Task Subject</i> and click on the <i>Task ID</i>.</p> <table><tr><td>9000054832</td><td>SKIP CASETWOK</td><td>1079 - Fiat Authorization Needed</td><td>Reserved</td><td>High</td><td>1/9/2008 02:10</td></tr></table> <p>The WFMS will navigate to the <i>Task Home</i>.</p>	9000054832	SKIP CASETWOK	1079 - Fiat Authorization Needed	Reserved	High	1/9/2008 02:10
9000054832	SKIP CASETWOK	1079 - Fiat Authorization Needed	Reserved	High	1/9/2008 02:10		
2.	<p>View the <i>Subject</i> and <i>Task Instructions</i> on the <i>Task Home</i> page.</p> <p>Primary Action</p> <p>Task Instructions</p> <p>Task Instructions: Review case documentation for the requested fiat and authorize the request or return the request to ACS for clarification/correction.</p>						
3.	<p>Click on <i>Case Home Page</i> link under <i>Supporting Information</i>.</p> <p>Supporting Information</p> <p>Case Home Page</p> <p>The WFMS will navigate to the <i>Case Home Page</i> to display the ICES case number.</p>						
4.	<p>From the <i>Application Home Page</i>, click <i>Health Screening Questionnaire</i> from the Left</p>						

Step	Fiat Authorization Needed
	<p>Navigation. Note: from the Case Home page click on <i>Applications</i> from the left navigation to access the application's case reference link. Click on the case reference link to access the Application Case Home. Click on <i>Documents</i> link in the left navigation to view the application form. Click on <i>Health Screening Questionnaire</i> in the left navigation to view the screening questionnaire.</p>  <p>The screenshot shows a web browser window titled "FSSA - WFMS Case Home: HIPPY CASETWN - 2000086013 - Microsoft Internet Explorer provided by FSSA - State of Indiana". The address bar shows the URL: https://s990atap01.iem.local:11213/HCSSApplication/en_US/EMStandard_homePage.do?caseID=9001552974&__o3rpu=EM. The page header includes the FSSA logo and the text "Family and Social Services Administration". The left navigation menu is expanded, showing options like Home, Applications (highlighted), Documents, Members, Addresses, Phone Numbers, Pending Verification Checklist, Data Collection Checklist, Second Party Review Checklist, Change Checklist, Solicited Documents Requests, Correspondence, Notes, Asset/Trust Review, and Benefit Recovery. The main content area displays the case details for "HIPPY CASETWN - 2000086013". The "Options" section includes links for "Review Asset/Trust", "Process Benefit Recovery", "Generate Internal Cover", "Submit Case for Authorization", and "Submit Change for Authorization". The "Details" section shows the Status Date as 12/1/2007, Status as Pending, and Redetermination Date. The "CaseName" section shows the Full Name as HIPPY CASETWN, Date of Birth as 8/20/1970, Home Address as 71 STATE INDIANAPOLIS, Indiana 46121, Social Security Number as 572-13-1167, and Mailing Address.</p>



Step**Fiat Authorization Needed**


FSSA - WFMS Applications: HIPPY CASETWN - 2000086013 - Microsoft Internet Explorer provided by FSSA - State of Indiana


File Edit View Favorites Tools Help


Back Forward Stop Home Search Favorites Refresh Mail Print W Yellow X People

Address https://s990atap01.iem.local:11213/HCS5Application/en_US/EMStandard_listApplicationsPage.do?caseID=90015529748_o Go Links »

 Family and Social Services Administration 



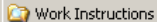
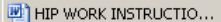

 HIPPY CASETWN - 2000086013

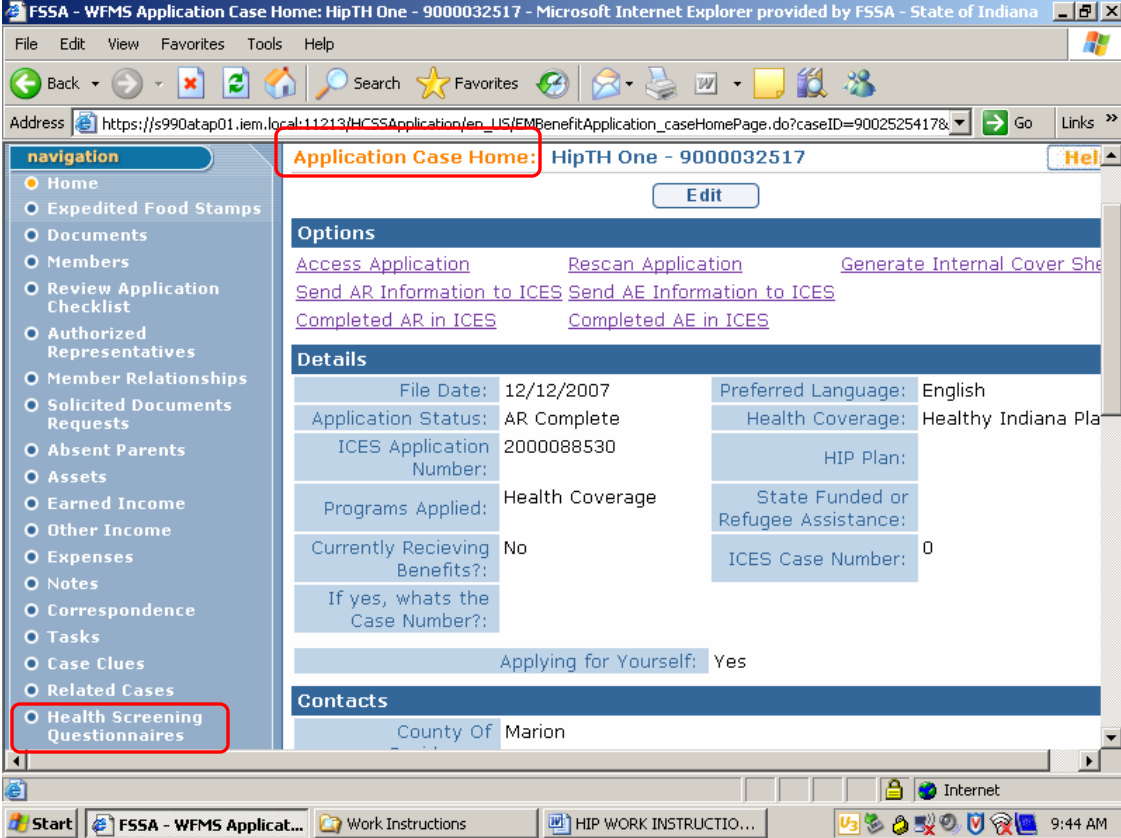
Applications: HIPPY CASETWN - 2000086013 




List of Applications

Case Reference	Primary Name	Relationship Type
9000029698	HIPPY CASETWN	Standard to Application

 Start  FSSA - WFMS Applicat...  Work Instructions  HIP WORK INSTRUCTIO...  Internet 9:54 AM

Step	Fiat Authorization Needed
	
5.	<p>Review the <i>Health Screening Questionnaire</i> for each applicant. If the applicant responded ‘yes’ to any question they are potentially high risk and a referral to Milliman must be completed upon authorization. Instructions are provided in Step 7</p> <p>Click on <i>Close</i> at the bottom of the <i>Health Screening Questionnaire</i> page.</p>
6.	<p>Review CLRC documentation for the fiated action. Review ICES screens AEOAG and AEWFT.</p>
7.	<p>Authorize the action the same day as task generated if correct. <i>Reminder, do not run ED/BC on the fiated action. Go to Step 8 to return case to ACS.</i></p> <ul style="list-style-type: none"> ▪ Document action taken in CLRC ▪ Create a manual HIP notice of action to inform the recipient of the action taken. REFER TO (INSERT HYPERLINK) Create Correspondence in the WFMS WORK INSTRUCTIONS Common Processes – Section 3.11.4 to create the manual notice

Step	Fiat Authorization Needed
	<ul style="list-style-type: none"> ▪ Conditional Approvals <ul style="list-style-type: none"> ✓ Applicants identified in Step 5 as potentially high risk must be referred to Milliman upon conditional approval. ✓ Review answer to health screening question on ICES screen AEHIP. ✓ From the WFMS <i>Case Home</i> page click <i>Tasks</i> from the Left Navigation ✓ Click <i>Create Task</i>. The WFMS will navigate to the <i>Select Task Type Page</i>. ✓ Using the drop down under the <i>Task Details</i> cluster, select <i>Potentially High-Risk HIP Applicant</i> as the <i>Task Type</i>. ✓ Click <i>Save</i>. The WFMS will create the task and navigate back to the <i>Tasks Page</i>.
8.	<p>Returning cases to ACS</p> <ul style="list-style-type: none"> ➤ Document the reason in CLRC ➤ From the <i>Case Home</i> page click <i>Tasks</i> from the Left Navigation ➤ Click <i>Create Task</i>. The WFMS will navigate to the <i>Select Task Type Page</i>. ➤ Using the drop down under the <i>Task Details</i> cluster, select <i>Returned by State</i> as the <i>Task Type</i>. Click <i>Save</i>. The WFMS will create the task and navigate back to the <i>Tasks Page</i>.
9.	<p>Click <i>Home</i> in the upper right corner.</p>  <p>The WFMS will navigate to the <i>User Home Page</i>.</p>
10.	<p>Click on the <i>Task ID</i> for the Fiat Authorization Needed task.</p> <p>The WFMS will navigate to the <i>Task Home</i>.</p>
11.	<p>Click on <i>Close Task</i> on <i>Task Home</i> page.</p>

Step

Fiat Authorization Needed

FSSA - WFMS Task Home - Microsoft Internet Explorer provided by FSSA - State of Indiana

File Edit View Favorites Tools Help

Back Forward Stop Search Favorites Home Print Mail RSS Feeds

Address: https://s990atap01.iem.local:11213/HCSSApplication/en_US/TaskManagement_taskHomePage.do?taskId=9000054832 Go Links

Family and Social Services Administration

Task Home Help

Options

[Close Task](#) [Forward Task](#) [Un-Park](#)

[Park Task](#) [Un-Reserve](#)

Subject

1079 - Fiat Authorization Needed

Details

Task ID:	9000054832	Status:	Reserved
Priority:	High	Deadline:	1/9/2008 02:10
Reserved By:	Deborah Crosby	Last Assigned:	3/10/2008 20:14
Time Worked:	00:00	Park Deadline:	

Primary Action

Supporting Information

[Case Home Page](#)



Task Instructions



Review case documentation for the requested fiat and authorize the request or return the request to ACS for clarification/correction.

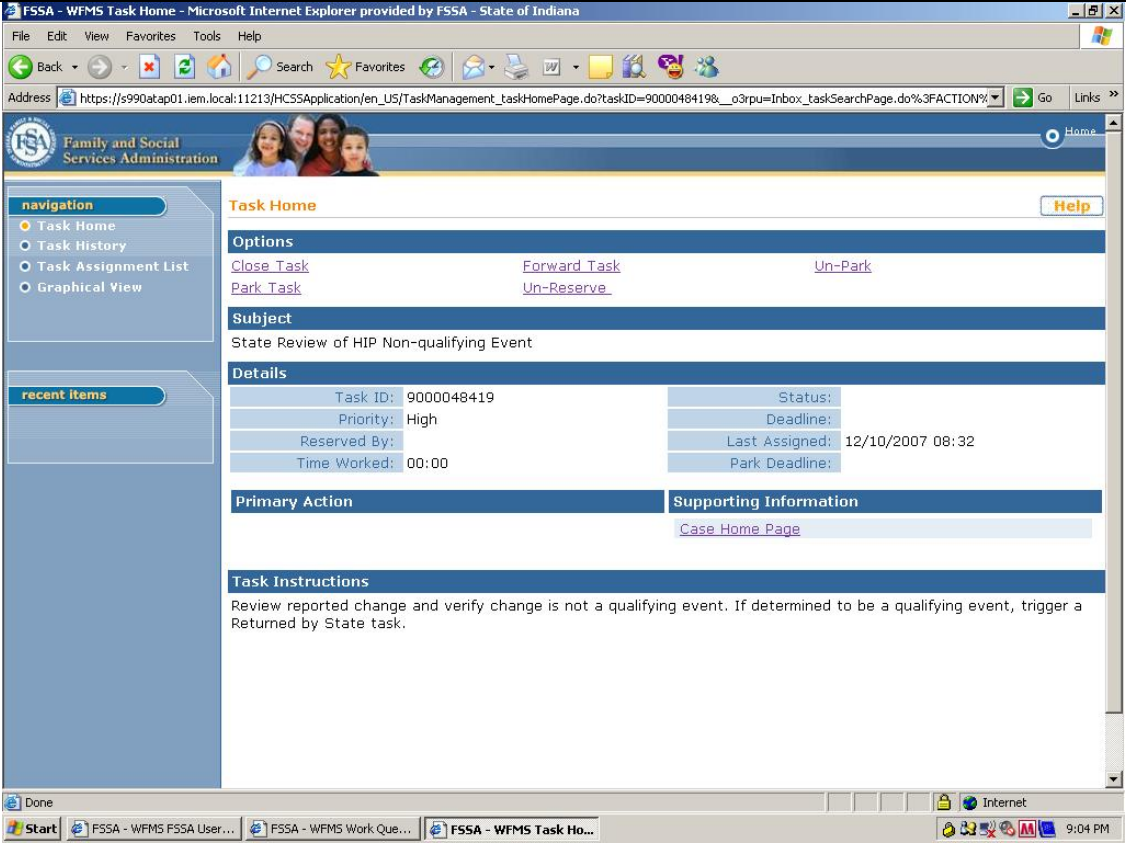
Start FSSA - WFMS FSSA User... FSSA - WFMS Work Que... FSSA - WFMS Task Ho... 9:14 PM

4.0 State Review of HIP Non-Qualifying Event

When a reported change is determined to be a non-qualifying event by a non-coalition individual, they complete the ‘recalculate HIP’ field on ICES screen AEHIP and they check ‘recalculation not allowed’ on the Change Checklist. The SEC will receive a “State Review of HIP Non-Qualifying Event” task.

Step	State Review of HIP Non-Qualifying Event
1.	<p>From the <i>User Home Page</i>, under the <i>My Tasks</i> cluster, view the <i>Task Subject</i> and click on the <i>Task ID</i>.</p>  <p>The WFMS will navigate to the <i>Task Home</i>.</p>
2.	<p>View the <i>Subject</i> and <i>Task Instructions</i> on the <i>Task Home</i> page.</p>  <p>Task Instructions: Review reported change and verify change is not a qualifying event. If determined to be a qualifying event, trigger a Returned by State task.</p>
3.	<p>Click on <i>Case Home Page</i> link under <i>Supporting Information</i>.</p>

Step	State Review of HIP Non-Qualifying Event
	 <p>The WFMS will navigate to the <i>Case Home Page</i> to display the ICES case number.</p>
4.	Go to ICES and review screen AEHIP and documentation in CLRC to confirm the reported change is a non-qualifying event. If the change is a non-qualifying event, ED/BC does not form a pending segment to authorize in ICES. A HIP manual notice of action is required.
5.	<p>Create HIP manual Notice of Action if reported change is a non-qualifying event. Enter documentation in CLRC.</p> <p>REFER TO (INSERT HYPERLINK) Create Correspondence in the WFMS WORK INSTRUCTIONS Common Processes – Section 3.11.4</p>
6.	<p>Create 'Returned by State' task if reported change is a qualifying event or additional clarification is required.</p> <ul style="list-style-type: none"> ➤ Document the reason in CLRC ➤ From the <i>Case Home</i> page click <i>Tasks</i> from the Left Navigation ➤ Click <i>Create Task</i>. The WFMS will navigate to the <i>Select Task Type Page</i>. Using the drop down under the <i>Task Details</i> cluster, select <i>Returned by State</i> as the Task Type. Click Save. The WFMS will create the task and navigate back to the Tasks Page
7.	<p>Click <i>Home</i> in the upper right corner.</p>  <p>The WFMS will navigate to the <i>User Home Page</i>.</p>
8.	<p>Click on the <i>Task ID</i> for the <i>State Review of HIP Non-Qualifying Event</i> task.</p> <p>The WFMS will navigate to the <i>Task Home</i>.</p>
9.	Click on <i>Close Task</i> on <i>Task Home</i> page.


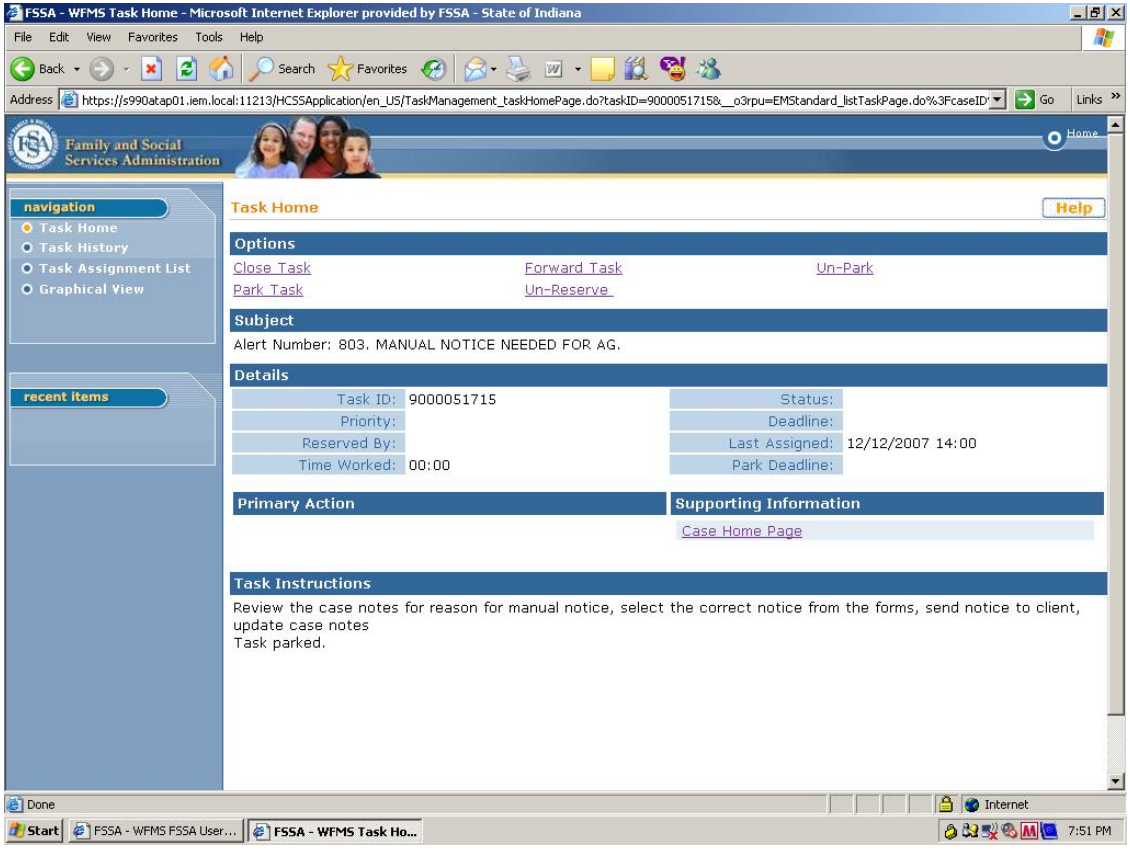
Step	State Review of HIP Non-Qualifying Event
	

5.0 Alert 800-801 or 803 Send AG Manual Client Notice

When a HIP AG has been authorized in ICES and a Notice of Action is not system generated, alert 800-801 or 803 will generate.

Step	Alert 800-801 or 803 Send AG Manual Client Notice
1.	From the <i>User Home Page</i> , under the <i>My Tasks</i> cluster, view the <i>Task Subject</i> and click on the <i>Task ID</i> .



Step	Alert 800-801 or 803 Send AG Manual Client Notice
	<div data-bbox="354 275 1458 323"> <div>9000038449</div> <div>TEST PROCESS I</div> <div>Alert Number: 801. SEND AG MANUAL CLIENT NOTICE. FS 01</div> <div>Parked</div> <div>High</div> <div>10/29/2007 22:16</div> </div> <p>The WFMS will navigate to the <i>Task Home</i>.</p>
2.	<p>View the <i>Subject</i> and <i>Task Instructions</i> on the <i>Task Home</i> page.</p> <div data-bbox="354 961 951 1003">Primary Action</div> <div data-bbox="354 1115 1458 1150">Task Instructions</div> <p>Task Instructions: Review the case notes for reason for manual notice, select the correct notice from the forms, send notice to client, and update case notes.</p>
3.	<p>Click on <i>Case Home Page</i> link under <i>Supporting Information</i>.</p> <div data-bbox="354 1409 948 1499"> <div>Supporting Information</div> <div>Case Home Page</div> </div> <p>The WFMS will navigate to the <i>Case Home Page</i> to display the ICES case number.</p>
4.	<p>Click on <i>Correspondence</i> in the left navigation. The WFMS will navigate to the <i>Mailing Correspondence List</i>. Review the list to determine if a HIP manual notice of action has been sent. If a HIP notice has been sent, proceed to Step 7. If a HIP notice has not been sent, proceed to Step 5.</p>
5.	<p>Go to ICES and review documentation in CLRC to confirm the need for the manual notice.</p>

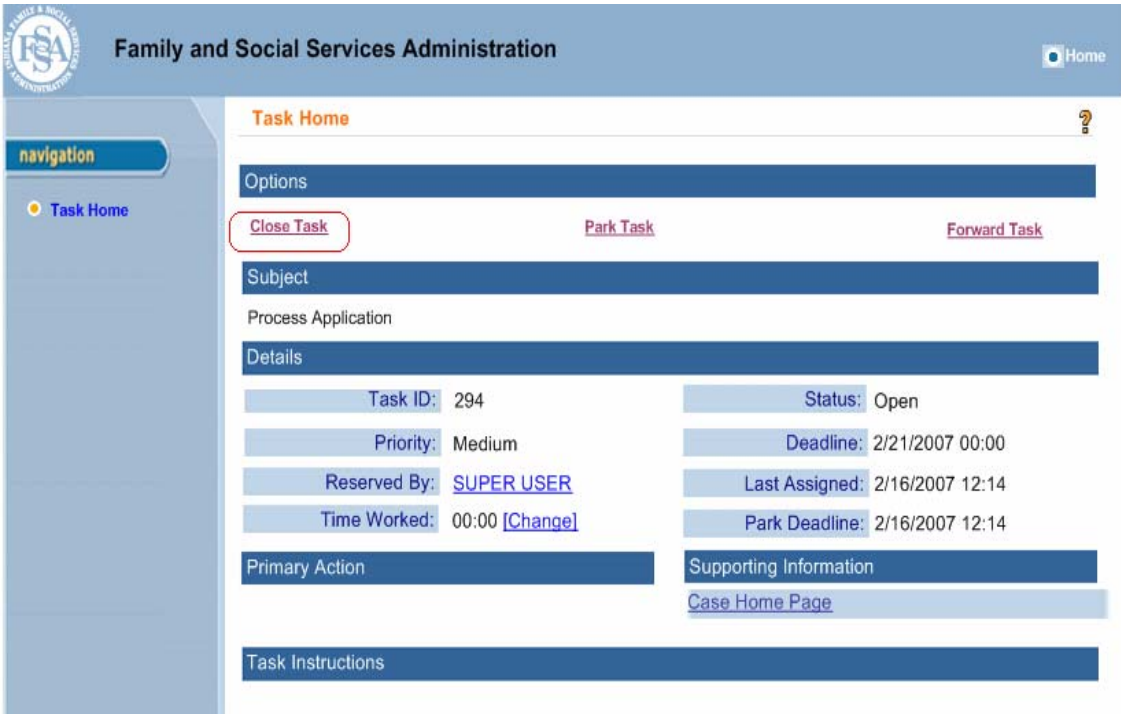

Step	Alert 800-801 or 803 Send AG Manual Client Notice
6.	<p>Create HIP manual Notice of Action and enter documentation in CLRC.</p> <p>REFER TO (INSERT HYPERLINK) Create Correspondence in the WFMS WORK INSTRUCTIONS Common Processes – Section 3.11.4</p>
7.	<p>Click <i>Home</i> in the upper right corner.</p>  <p>The WFMS will navigate to the <i>User Home Page</i>.</p>
8.	<p>Click on the <i>Task ID</i> for the <i>Alert 800-801 or 803 Send AG Manual Client Notice</i>.</p> <p>The WFMS will navigate to the <i>Task Home</i>.</p>
9.	<p>Click on <i>Close Task</i> on <i>Task Home</i> page.</p> 

6.0 Potentially High-risk HIP Applicant

When an applicant is determined to be potentially high-risk by the State Eligibility Consultant at authorization, the Milliman user will receive a “**Potentially High-risk HIP Applicant**” task.

Step	Potentially High-risk HIP Applicant						
1.	<p>From the <i>User Home Page</i>, under the <i>My Tasks</i> cluster, view the <i>Task Subject</i> and click on the <i>Task ID</i>.</p> <div><div>FSSA User Home</div><div>Help</div><div><div>My Shortcuts</div><div>Process Request for Services Apply Now Create Application Case Create User Defined Task Change Password</div><div><div>Search For</div><div>Case Person Document Task User</div></div><div><div>Workflow</div><div>Get Next Task</div></div><div><div>My Tasks</div><table><tr><th>Task</th><th>Case Primary Client</th><th>Task Name</th><th>Status</th><th>Priority</th><th>Due Date</th></tr></table></div></div><p>The WFMS will navigate to the <i>Task Home</i>.</p></div>	Task	Case Primary Client	Task Name	Status	Priority	Due Date
Task	Case Primary Client	Task Name	Status	Priority	Due Date		
2.	<p>View the <i>Subject</i> and <i>Task Instructions</i> on the <i>Task Home</i> page.</p> <div><div>Primary Action</div><div>Task Instructions</div></div> <p>Task Instructions: Review HIP application and determine if high-risk.</p>						

Step	Potentially High-risk HIP Applicant
3.	<p>Click on <i>Application</i> or <i>Case Home Page</i> link under <i>Supporting Information</i>.</p>  <p>The WFMS will navigate to the <i>Application</i> or <i>Case Home Page</i>.</p>
4.	<p>From the <i>Application Home Page</i>, click <i>Applications</i> and/or <i>Documents</i> from the Left Navigation to view the most recent HIP Application. Note: from the <i>Case Home</i> page click on <i>Applications</i> from the left navigation to access the application's case reference link. Click on the case reference link to access the <i>Application Case Home</i>. Click on <i>Documents</i> in the left navigation to view the application form.</p>
5.	<p>From the <i>Application Home Page</i>, click <i>Health Screening Questionnaire</i> from the Left Navigation. . Note: from the <i>Case Home</i> page click on <i>Applications</i> from the left navigation to access the application's case reference link. Click on the case reference link to access the <i>Application Case Home</i>. Click on <i>Documents</i> in the left navigation to view the application form.</p>
6.	<p>Review the <i>Health Screening Questionnaire</i> for each applicant and proceed with determining eligibility for the Enhanced Services Plan.</p> <p>Click on <i>Close</i> at the bottom of the <i>Health Screening Questionnaire</i> page.</p>
7.	<p>Click <i>Home</i> in the upper right corner.</p>  <p>The WFMS will navigate to the <i>User Home Page</i>.</p>
8.	<p>Click on the <i>Task ID</i> for the Potentially High-risk HIP Applicant task with an Open Status.</p> <p>The WFMS will navigate to the <i>Task Home</i>.</p>

Step	Potentially High-risk HIP Applicant
<p>9.</p>	<p>Click on <i>Close Task</i> on <i>Task Home</i> page.</p> 
<p>10.</p>	<p>Click <i>Home</i> in the upper right corner.</p>  <p>The WFMS will navigate to the <i>User Home Page</i>.</p>